



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Matrix Telecom, Inc.**  
**d/b/a Matrix Business Technologies**  
**d/b/a Trinsic Communications**  
**d/b/a Excel Telecommunications**  
**d/b/a VarTec Telecom**  
**d/b/a Clear Choice Communications**  
**for Filing Period 1/1/2010 to 3/31/2010**  
**Tracking Number 3391**

**Performance Data - Code Part 730**

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	58.40	104.90 *	52.60	71.97 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	52.70	66.40 *	36.20	51.77
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	47.37% *	33.33% *	46.15% *	42.45% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.22	0.76	0.99	0.99
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.05 %	0.05 %	0.03 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$328.67	\$46.88	\$375.55
B. Number of credits issued for repairs - 24-48 hours	0	9	6	15
C. Number of credits issued for repairs - 48-72 hours	0	9	0	9
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

Disclaimer:



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Operator answer time is provided by the ILEC.

Repair Office and Customer Service call answer-time is nationwide data, not state specific.